
WS10 – Cross Connection Certification Application

MassDEP Bureau of Water Resources, Drinking Water





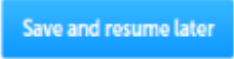

EEA ePlace Portal

Overview

- ❑ This presentation is to assist in completing a new **WS10 – Cross Connection Certification Application**.
- ❑ Use this application to get certification as a backflow prevention device tester or cross connection surveyor.
- ❑ This certification consist of an approval to allow applicants to perform tests on backflow prevention devices or conduct cross connection surveys on drinking water lines. Legislative authority for this permit is stated in M.G.L. Chapter 111 s.160A. Regulatory authority for this permit is stated in 310 CMR 22.22 (13), Drinking Water Regulations.
- ❑ This presentation will take you screen by screen through the EEA ePLACE online permitting application process.



General Navigation

- ❑ Always Click  to move to the next page.
- ❑ Do NOT use the Browser Back Button  as this will take you out of the system
- ❑ Any field with a red asterisk (*) is required before you can move off the page.
- ❑ Click  to save your work and resume at a later time.
- ❑ Click on the tool tips where applicable to get more details. 
- ❑ Suggested preferred browsers are Chrome and Microsoft Edge



How to Apply

First time users:

- ❑ Click or type this address on your browser:
<https://eplace.eea.mass.gov/citizenaccess>
- ❑ Follow the prompts to create a new user account
- ❑ Log into your account in EEA ePlace using your username/password



EEA ePlace Portal

Mass.gov State Offices & Courts State A-Z Topics State Forms Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

EEA ePLACE Portal

[Announcements](#) ☐ [Accessibility Support](#) [Register for an Account](#) [Reports \(2\)](#) [Login](#)

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federally observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@state.ma.us. For assistance with non-technical questions, please contact the issuing Agency directly using the links below.

Contact:
[Energy and Environmental Affairs, MASSDEP](#)
[Energy and Environmental Affairs, MDAR](#)
[Energy and Environmental Affairs, DCR](#)

For DPL, DCAMP and ABCC permits or licenses, please [click here](#).

Convenience Fee: Please note there will be a convenience fee for all online credit card transactions. There is also a nominal fee for online payment by check.

[Home](#)

Welcome to the Commonwealth of Massachusetts ePLACE Portal

The Commonwealth of Massachusetts is pleased to offer online access to many licensing, permitting and certificate services. With ePLACE, the Commonwealth hopes to deliver more efficient, convenient, and interactive e-government services.

Options for Licensees and Applicants:

- Apply for, Renew, or Amend a License, Permit, Certificate, Notification or Registration
- Make Payments Online

ePLACE Portal Account Registration:

In order to utilize most of the services available through the ePLACE, you must first register for an account to do any of the following:

- Apply for a License, Permit, Certificate, Notification or Registration

Login

User Name or E-mail:

Password:

[Login »](#)

☐ Remember me on this computer
[I've forgotten my password](#)
[New Users: Register for an Account](#)

Please note: At this time, the ePLACE Portal services only some (not all) licenses, permits and certificates issued by Energy and Environmental Affairs(EEA). It does

File an Online Application

❑ Click here to start

The screenshot shows the EEA ePlace Portal interface. At the top, there is a dark blue 'Home' button. Below it is a light blue navigation bar with three buttons: 'Dashboard', 'My Records', and 'My Account'. The main content area has a white background. It starts with a 'Welcome TEST TESTING' message, followed by 'You are now logged in to the Commonwealth's EEA ePlace Portal.' Below this is the question 'What would you like to do?' followed by a list of options: '- New License, Permit, Certificate, Notification or Registration [Click Here](#)', '- Renew License, Permit, Certificate or Registration (select "My Records" above)', and '- Amend License, Permit, Certificate or Registration (select "My Records" above)'. A 'Please note' section follows, stating that the portal only services some licenses, permits, certificates, and registrations issued by Energy and Environmental Affairs (EEA). On the right side of the main content area, there is a large blue button labeled 'File an Online Application'. A green arrow points from the text 'Click here to start' to this button.

Home

Dashboard My Records My Account

Welcome TEST TESTING
You are now logged in to the Commonwealth's EEA ePlace Portal.

What would you like to do?

- New License, Permit, Certificate, Notification or Registration [Click Here](#)
- Renew License, Permit, Certificate or Registration (select "My Records" above)
- Amend License, Permit, Certificate or Registration (select "My Records" above)

Please note: At this time, the EEA ePLACE Portal services only some (not all) licenses, permits, certificates and Registrations issued by Energy and Environmental Affairs(EEA). It does not service any other type of license or permit that is issued or approved by the Commonwealth or any of its agencies or municipalities. This Portal will not service any federal licenses or permits.

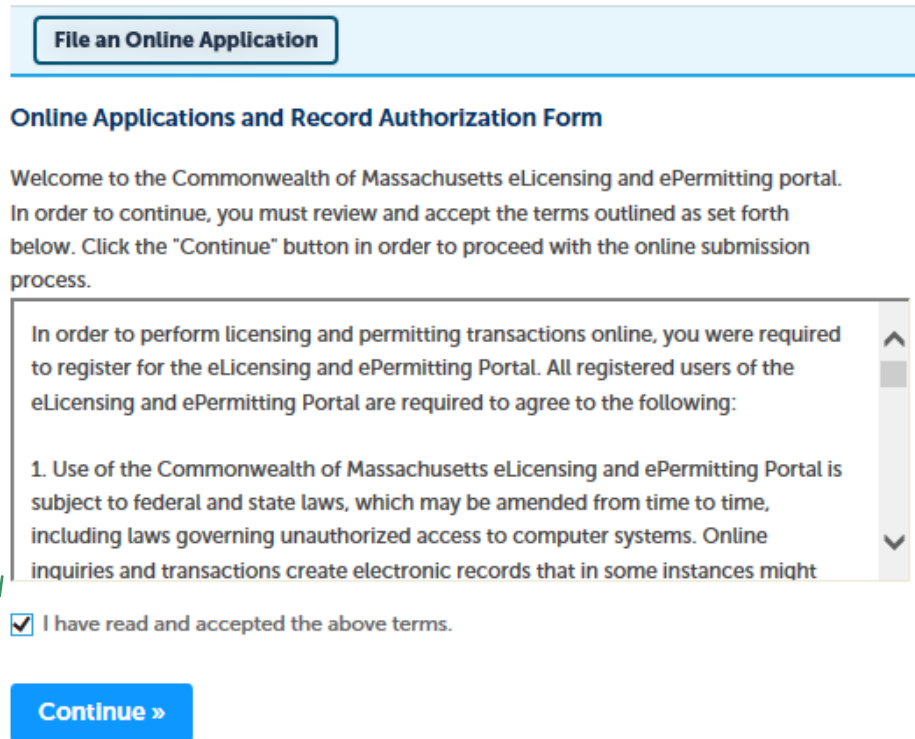
File an Online Application



File an Online Application

☐ Read and accept the Terms and Conditions

☐ Click the checkbox and click “Continue”



File an Online Application

Online Applications and Record Authorization Form

Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the "Continue" button in order to proceed with the online submission process.

In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might

☒ I have read and accepted the above terms.

Continue »



Apply for a WS10 Application

- ❑ Click on “Apply for a DEP Authorization-Drinking Water(DW)” to expand the list of applications
- ❑ You can also search for the application on the search bar field

Home

Dashboard My Records My Account

Commonwealth of Massachusetts EEA ePLACE (ePermitting) Online Services

New Applicants:
The Commonwealth of Massachusetts EEA ePLACE (ePermitting) portal provides the ability to file applications for licenses, permits, certificates, notifications and registrations. From the listing below, please click on the appropriate link to expand the options, select the service that you would like to use and click the continue button.

Existing Applicants:
Click Home and use the "My Records" tab to renew or amend a license, permit, certification or registration. If they are not listed under the "My Records" tab, please select the "Link your account" option found in section below. You will be prompted for a "record identification code" and "authorization code." from the Account Link notification you received. If you have not received a notification letter, please contact the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLACE between the hours of 7:30 AM - 5:00 PM Monday-Friday.

For easier and quicker way to find your application from the list below, Use Search Bar. Type in the name of your application or a keyword in the search field and click search for results.

- › Apply for a DEP Authorization - Drinking Water (DW)
- › Apply for a DCR Authorization - Construction and Vehicle Access Permits
- › Apply for a DCR Authorization - Special Use Permits
- › Apply for a DEP Authorization - Air Quality (AQ)
- › Apply for a DEP Authorization - Hazardous Waste (HW)
- › Apply for a DEP Authorization - NPDES (WM)
- › Apply for a DEP Authorization - Solid Waste (SW)
- › Apply for a DEP Authorization - Watershed Management (WM)
- › Apply for a DEP Authorization - Waterways Chapter 91 (WW)
- › Apply for a DEP Authorization - Water Pollution Wastewater (WP)
- › Apply for a DEP Authorization - Water Pollution Residuals (WP)
- › Apply for a DEP Authorization - 401 Water Quality Certification (WW)
- › Apply for a DEP Authorization - Toxic Use Reduction (TUR)
- › Apply for a MDAR Authorization
- › Apply for an EEA General Request
- › Link Your Account - For MassDEP Only



Apply for a WS10 Application

- ❑ Select “WS10 – Cross Connection Certification Application” and click the continue button at the bottom of the page to start your application
- ❑ This application is for new Cross Connection Certification only If you are trying to renew or modify an existing certification, please click on “My Record” button on the top and click on 'ACTIONS' button against the appropriate authorization
- ❑ Click “Continue” to proceed

- ▶ Apply for a DCR Authorization - Construction and Vehicle Access Permits
- ▶ Apply for a DCR Authorization - Special Use Permits
- ▶ Apply for a DEP Authorization - Air Quality (AQ)
- ▼ Apply for a DEP Authorization - Drinking Water (DW)
 - WS07 - Zone II Delineation Proposal Application
 - WS08 - Zone II Delineation Approval Application
 - WS10 - Cross Connection Certification Application
 - WS11 - Minor New Technology Approval Application
 - WS12 - Major New Technology Approval Application
 - WS13 - Approval to Site and Conduct a Pumping Test for a Source less than 70 GPM Application
 - WS15 - Approval of Pumping Test Report and to Construct a Source less than 70 GPM Application
 - WS17 - Approval to Site and Conduct a Pumping Test for a Source 70 GPM or Greater Application
 - WS19 - Approval of Pumping Test Report for Source of 70 GPM or Greater Application
 - WS20 - Approval to Construct a Source of 70 GPM or Greater Application
 - WS21 - Approval to Conduct Pilot Study Application
 - WS22 - Approval of Pilot Study Report Application
 - WS23 - Approval to Construct a Facility to Treat less than One Million GPD Application
 - WS24 - Approval to Construct a Facility to Treat more than One Million GPD Application
 - WS25 - Approval of Treatment Facility Modification Application
 - WS26 - Disposition or Acquisition of Water Supply Land Application
 - WS27 - New Technology Approval for Water Additives and Coatings with Third Party Approval Application
 - WS28 - Approval Of One Vending Site/Source Prototype Application
 - WS29 - Chemical Addition Retrofit for systems that serve more than 3,300 people Application
 - WS30A - Installation of Vending Machine Device Application
 - WS30B - Installation of POU/POE Treatment Device Application
 - WS31 - New Technology for Water and Ice Making Vending Machines/POE/POU Devices with Third Party Approval Application
 - WS32 - Distribution Modifications for Systems that serve more than 3,300 people Application
 - WS33 - Distribution Modifications for Systems that serve 3,300 people or less Application
 - WS34 - Chemical Addition Retrofit for systems that serve less than or equal to 3,300 people Application
 - WS35A - Installation of Vending Machine at Ten or More Locations on One Distribution System Application
 - WS35B - Installation of POU/POE Treatment Device at Ten or More Locations on One Distribution System Application
 - WS36 - Abandonment of Water Source Application
 - WS37 - Approval of Transient Non-Community Source Less than 7 GPM Application
- ▶ Apply for a DEP Authorization - Hazardous Waste (HW)
- ▶ Apply for a DEP Authorization - NPDES (WM)
- ▶ Apply for a DEP Authorization - Laboratory Certification Program (LES)
- ▶ Apply for a DEP Authorization - Solid Waste (SW)
- ▶ Apply for a DEP Authorization - Toxic Use Reduction (TUR)
- ▶ Apply for a DEP Authorization - Watershed Management (WM)
- ▶ Apply for a DEP Authorization - Water Pollution Residuals (WP)
- ▶ Apply for a DEP Authorization - Water Pollution Wastewater (WP)
- ▶ Apply for a DEP Authorization - Waterways Chapter 91 (WW)
- ▶ Apply for a DEP Authorization - 401 Water Quality Certification (WW)
- ▶ Apply for a MDAR Authorization
- ▶ Apply for an EEA General Request
- ▶ Link Your Account - For MassDEP Only
- ▶ Other

Continue »



Step 1: Contact Information

❑ Click on “Instructions” for more information about this certification

Step 1: Contact Information > Page 1 of 1

Instructions

This application is for **new Cross Connection Certification only**. If you are trying to renew or modify an existing certification, please click on ["DEP Application"](#) button on the top and click on ["ACTIONS"](#) button against the appropriate authorization.

For more information on renewals and amendments click here - <https://www.mass.gov/how-to/ws-10-cross-connection-certification>.

* indicates a required field.

Permittee

"Permittee" is the individual/applicant for this application.

Permittee:

Tester
100 Cambridge St
Boston, MA, 02108
Telephone #: 111-111-1111 Email: Hartell.Johnson@mass.gov

[Edit or View](#)

Continue Application »

Save and resume later

❑ Applicant information will display in the Permittee section

❑ Click “Continue Application” to proceed



Step 2: Application Information

- ☐ Select the type of certification you are looking for
- ☐ Add training organization and exam date
- ☐ Click “Continue Application” to proceed

Step 2: Application Information > Page 1 of 1

* indicates a required field.


Certification Name

You are required to provide the following information demonstrating that you passed an approved MassDEP examination as listed. On the next page, you will need to attach supporting documentation as proof that you passed this examination.

*Certification Type: 
--Select-- 

Backflow Prevention Device Tester Training Provided by (organization): 

Backflow Prevention Device Tester Date of Examination: 
 

Cross Connection Surveyor Training Provided by (organization): 

Cross Connection Surveyor Date of Examination: 
 

Continue Application »

Save and resume later



Step 3: Documents

☐ Upload all required documents for your application

☐ The required documents will be listed in the table

☐ To begin attaching documents, click “Browse”

☐ **Please Note:** Documents cannot be mailed to MassDEP agency, you must attach the electronic copy in this section.

WS10 - Cross Connection Certification Application

1	Contact Information	2	Application Information	3	Documents	4	Published Information	5	Review	6	
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Step 3: Documents > Page 1 of 1

* indicates a required field.

List of Documents

Documents:

Please upload 1 Required Document(s) which are mandatory to submit this Application:

1. Proof of written examination approved by the Department for Cross Connection Control Surveyor

Attachment

When uploading file document(s) the maximum file size allowed is 50 MB.

The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.

The document 'Description' MUST NOT exceed 50 characters in length.

Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.

.bat;.bin;.dll;.exe;.js;.msi;.sql;.vbs;.ade;.adp;.chm;.cmd;.com;.cpl;.hta;.ins;.isp;.jar;.jse;.lib;.lnk;.mde;.msc;.msp;.mst;.php;.pif;.scr;.shb;.sys;.vbe;.vxd;.wsc;.wsf;.wsl are disallowed file types to upload.

Name	Type	Size	Latest Update	Description	Action
No records found.					

Browse

Continue Application »

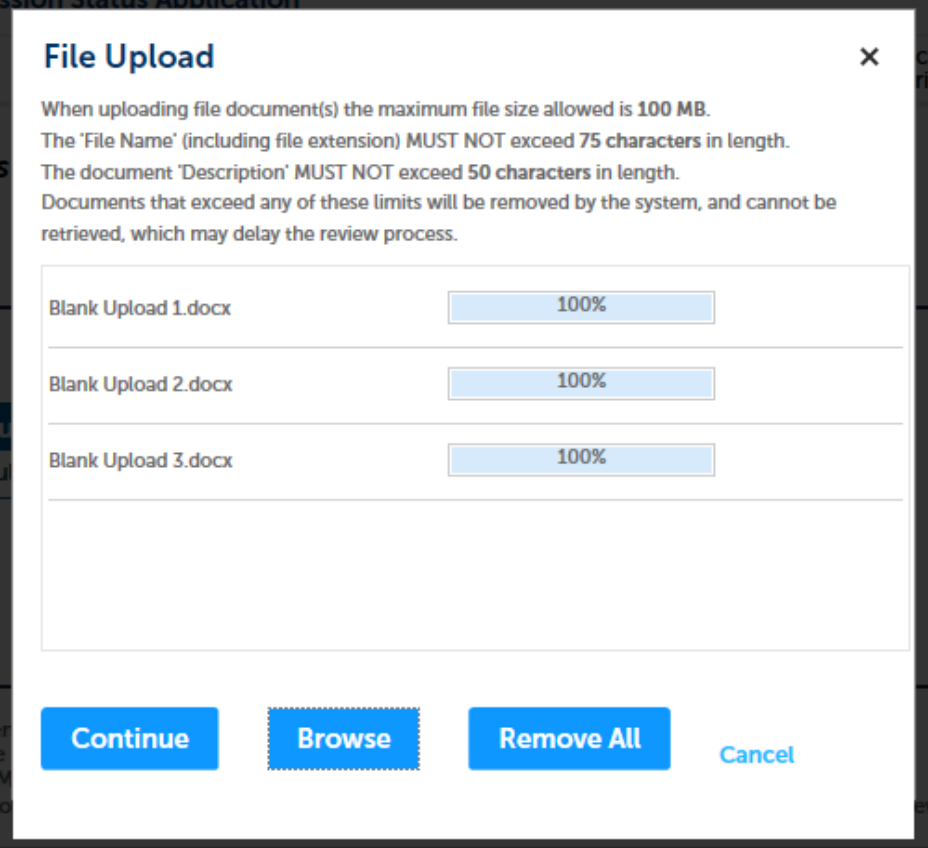
Save and resume later



EEA ePlace Portal

Step 3: Documents (Attaching)

- ❑ A “File Upload” window opens
- ❑ Click “Browse”
- ❑ Choose the file(s) you want to attach.
- ❑ When all files reach 100%, click “Continue”



File Upload [X]

When uploading file document(s) the maximum file size allowed is **100 MB**.
The 'File Name' (including file extension) **MUST NOT** exceed **75 characters** in length.
The document 'Description' **MUST NOT** exceed **50 characters** in length.
Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.

Blank Upload 1.docx	100%
Blank Upload 2.docx	100%
Blank Upload 3.docx	100%

[Continue] [Browse] [Remove All] [Cancel]



Step 3: Documents (Attaching)

- ❑ Select the document type
- ❑ Provide a description of each document that you uploaded
- ❑ Click “Browse” to add more documents
- ❑ When all documents are uploaded and described, click “Save”

File:
Blank Upload 1.docx
100%

* Description (Maximum 50 characters):
A maximum of 50 characters.

* Type:
--Select--

Remove

File:
Blank Upload 2.docx
100%

* Description (Maximum 50 characters):
A maximum of 50 characters.

* Type:
--Select--

Remove

File:
Blank Upload 3.docx
100%

* Description (Maximum 50 characters):
A maximum of 50 characters.

Save Browse Remove All

Continue Application »

Save and resume later



Step 3: Documents (Attaching)

- ❑ You should see a message that you have successfully attached documents
- ❑ Review the list of attached documents
- ❑ When ready, click on “Continue Application” to proceed



The attachment(s) has/have been successfully uploaded.
It may take a few minutes before changes are reflected.

WS10 - Cross Connection Certification Application

1	Contact Information	2	Application Information	3	Documents	4	Published Information	5	Review	6	
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Step 3: Documents > Page 1 of 1

* indicates a required field.

List of Documents

Documents:

Please upload 1 Required Document(s) which are mandatory to submit this Application:

1. Proof of written examination approved by the Department for Cross Connection Control Surveyor

Attachment

When uploading file document(s) the maximum file size allowed is 50 MB.

The 'File Name' (including file extension) MUST NOT exceed 75 characters in length.

The document 'Description' MUST NOT exceed 50 characters in length.

Documents that exceed any of these limits will be removed by the system, and cannot be retrieved, which may delay the review process.

.bat;.bin;.dll;.exe;.js;.msi;.sql;.vbs;.ade;.adp;.chm;.cmd;.com;.cpl;.hta;.ins;.isp;.jar;.jse;.lib;.lnk;.mde;.msc;.msp;.mst;.php;.pif;.scr;.sct;.shb;.sys;.vb;.vbe;.vxd;.wsc;.wsf;.wsh are disallowed file types to upload.

Name	Type	Size	Latest Update	Description	Action
WM03 Water management application test2.docx	Proof of written examination approved by the Department for Cross Connection Control Surveyor	11.75 KB	11/18/2022	Cross Connection survey	Actions ▼

Browse

Continue Application »

Save and resume later



EEA ePlace Portal

Step 4: Published Information

- ❑ Please read instructions for Published Information before proceeding
- ❑ Please review the information and modify accordingly
- ❑ Click “Continue Application” to proceed

WS10 - Cross Connection Certification Application

1	2 Application Information	3 Documents	4 Published Information	5 Review	6 Application Submitted
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Step 4: Published Information > Page 1 of 1

* indicates a required field.

Published Information

Information from this application and any issued permit will be made available to the public. By default, the information listed below is from your account profile. You may change or delete the information in the fields below with the exception of First and Last name, which are associated with your permit.

Please note that all fields with a red asterisk are required fields. Ensure that you make updates below as needed as the information in the fields below will be made available to the public.

Company Name:

Middle Name:

*Telephone Number: ?

PO Box/ Address:

*State:

*First Name:

*Last Name:

E-mail Address:

*City/Town:

*Zip Code:

Employer Information

Employer Name:

Continue Application »

Save and resume later



EEA ePlace Portal

Step 5: Review

- ❑ The entire application is shown on a single page for your review
- ❑ If you notice something that you want to change, click “Edit Application”
- ❑ Otherwise, continue to the bottom of the page

WS10 - Cross Connection Certification Application

1	2 Application Information	3 Documents	4 Published Information	5 Review	6 Application Submitted
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Step 5: Review

[Continue Application »](#)

[Save and resume later](#)

Please review the information below prior to submission. After the application has been submitted, you will not be able to make changes. To make changes after submittal you must contact the Department directly.

Review and Certification

[Edit Application](#)

Permittee

Individual
Tester
100 Cambridge St
Boston, MA, 02108
United States

Telephone #:111-111-1111
E-mail:Hartell.Johnson@mass.gov

Certification Name

Certification Type:

Cross Connection Surveyor

Cross Connection Surveyor Training Provided by (organization):

EEA

Cross Connection Surveyor Date of Examination:

11/18/2022

List of Documents



Step 5: Review Continue

- ☐ Read the Certification Statement
- ☐ Click the check the box to complete your certification
- ☐ Click on “Continue Application” to proceed with the submittal of your application

Published Information

Company Name:	First Name: Tester
Middle Name:	Last Name: Test
Telephone Number: 6171234567	E-mail Address:
PO Box/ Address:	City/Town: Boston
State: MA	Zip Code: 02114

Employer Information

Employer Name:

Application Submitter

Individual	Telephone #:111-111-1111
Tester	E-mail:Hartell.Johnson@mass.gov
Boston, MA, 02108	

"I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted."

☒ By checking this box, I agree to the above certification.

Date: 11/18/2022

[Continue Application »](#)

[Save and resume later](#)



EEA ePlace Portal

Step 6: Pay Fees

- ❑ Both online payment and pay by mail options are available
- ❑ Online payment will require a service charge
- ❑ Click the appropriate box to continue

WS10 - Cross Connection Certification Application

1	2	3 Documents	4 Published Information	5 Review	6 Pay Fees	7 Application Submitted
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Step 6: Pay Fees

Listed below is the fee for the authorization that you are applying for. The following screen will display your total fees.

Payment may be made by electronic check or credit card for a nominal processing fee. The electronic check fee is \$0.35 per transaction. Credit card payments are 2.35% per transaction. Clicking on the PAY ONLINE button will bring you to the secure online payments portal. Once you have made payment, you will be returned to your application for submittal.

Payment may also be made by mail. However, review of your permit will not begin until payment is received. By clicking on the Pay by Mail button, you will have submitted your application. You will receive a notification email with the location and address to send your payment. That information is also available in the instructions for this authorization.

Application Fees

Fees	Amount
CERTIFICATION OF CROSS CONNECTION	\$65.00
Total Fees	\$65.00

Pay Online »

Pay by Mail »



Pay Online

- ❑ If you choose “Pay Online”, you will be brought to this screen
- ❑ Provide all payment and billing information
- ❑ Accept the terms and conditions and click submit
- ❑ You will be e-mailed a receipt

Billing Information

First Name
Enter First Name

Last Name
Enter Last Name

Street
Enter Street

City
Enter City

State/Territory
Select State

Zip
Enter Zip

Phone Number
() - -

Email
Enter Email Address

Confirm Email
Enter Email Address

Payment Information

Credit/Debit Card Electronic Check/ACH

Card Type
Select Card Type

Card Number
TEST MODE

CVV Code
123

Expiration
01 2011

Check to accept both the Commonwealth of Massachusetts and nCourt Terms Agreements.
☐ I Accept

Commonwealth of Massachusetts Terms Agreement

I authorize the charge to my credit card for the amount shown above. I agree to pay the total amount above according to the card issuer agreement. By checking the box below, I certify that I am an authorized user for the above referenced credit card account.

[nCourt Terms Agreement](#)

Back

Please Verify above information before the Submit Payment Button is pressed. Do not click Submit Payment button more than one time.



Pay by Mail

- ☐ If you choose “Pay by mail”
- ☐ Check your email for instructions
- ☐ Your application will not be reviewed until payment is received

Payment online: If you have paid online by credit or ACH you will receive an additional notification from the epayment vendor that your payment is complete. Review of your application will begin. That notification will include a Reference ID # for your records.

Pay by Mail: If you chose the "Pay by Mail" option, please make your payment in the form of a check or money order made payable to the Commonwealth of Massachusetts. Do not send cash. You must include your Application Number 20-WM05-0047-APP on the check or money order that must be sent to the address below.

Department of Environmental Protection
PO Box 4062
Boston, MA 02211

Review of your application will not begin until after your payment has been received and processed.



Step 7: Submission Successful!

- ❑ When you submit your application, you will receive a Record ID so you can track the status of your application online

WS10 - Cross Connection Certification Application

1	2	3 Documents	4 Published Information	5 Review	6 Pay Fees	7 Application Submitted
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Step 7: Application Submitted



Successfully Completed.

Thank you for using our online services.
Your Record Number is 22-WS10-0123-APP.

You will need this number to check the status of your application.

- ❑ Upon submission of your application please make sure to check your email for system notifications

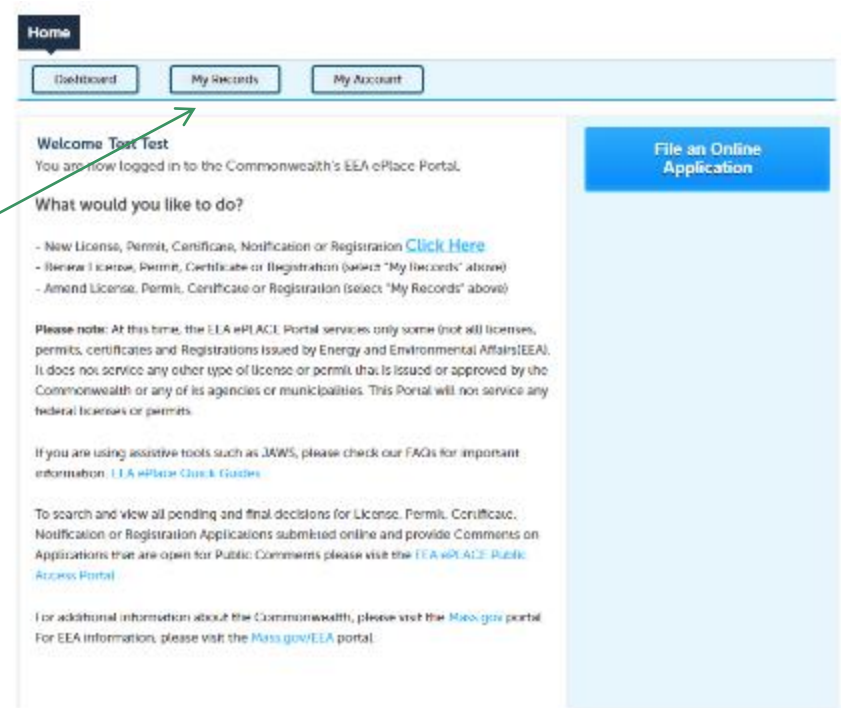


To check the status of an application

❑ Log on to EEA ePlace portal

➤ <https://eplace.eea.mass.gov/citizenaccess>

❑ Go to your “My Records” page to see and/or track the status of an application



Questions?

For technical assistance:

- ❑ Contact the ePlace Help Desk Team at (844) 733-7522
- ❑ Or send an email to: ePLACE_helpdesk@state.ma.us

For business related questions, please visit the link below:

<https://www.mass.gov/how-to/ws-10-cross-connection-certification>



EEA ePlace Portal